



Voice & Data – FiberOptic Fast

1118 Route 9
P.O. Box 782
Champlain, New York 12919-0782

Received & Inspected

JUN 29 2012

FCC Mail Room

June 28, 2012

Office of the FCC Secretary
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Via Federal Express

Dear Secretary Dortch:

Enclosed please find a copy of the following certifications and reports pursuant to sections 54.313 (a) for the year ending December 31, 2011.

- 51.313(a)(2) – Outage reporting
- 54.313(a)(3) – Unfulfilled service requests
- 54.313(a)(4) – Customer complaints per 1,000 connections
- 54.313(a)(5) – Service quality standards and customer protection rules
- 54.313(a)(6) – Ability to function in emergency situations

If you have any questions, please feel free to contact Mark Webster at 518-298-2480 or at mwebster@champlainelectric.com.

Sincerely,

Roxanne Downs
Executive Assistant

CC: USAC

Enclosure

► tel: 518-324-LINK (5465)
800-398-8145
► fax: 518-324-5143

www.primelink1.com

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Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

JUN 29 2012

WC Docket No. 10-90

FCC Mail Room

§ 54.313(a)(2) – Outage reporting

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

 X My company was not required to collect this information in 2011.

 My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1000 connections

 My company was not required to collect this information in 2011.

 X My company collected this information pursuant to state utility commission requirement.
A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

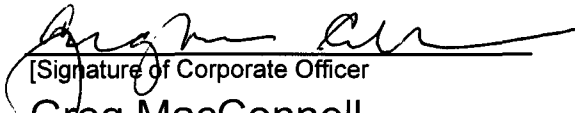
I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
PrimeLink, Inc.	New York	159012

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,


[Signature of Corporate Officer]

Date: 6/28/12

Greg MacConnell

[Printed Name of Corporate Officer]

President

[Title of Corporate Officer]

Carrier's Name PrimeLink, Inc.

Carrier's Address 99 Kansas Avenue, Plattsburgh, NY 12903

Carrier's Telephone Number (518) 324-5465

63. STATISTICS RELATING TO TELEPHONE SERVICE QUALITY

1. To calculate the Average for the Year for column (b) below, add together each of the monthly company-wide results and divide by 12.
2. Measurement Opportunities are the total number of monthly measurements for the year taken at the appropriate entity reporting level (e.g., central office entity for Customer Trouble Report Rate, Maintenance Center for Percent Out-of-Service Over 24 Hours, etc.).
3. "Objective Level", "Weakspot Level", and "Surveillance Level Failure" are defined in the Commission's Telephone Service Standards (Section 603 of 16NYCRR). Certain smaller companies may not be required to report on all of the following service measurements. Please refer to the Service Standards before completing the following schedule.
4. For Business Office Answer, Repair Service Answer, Directory Assistance Answer, Intercept Answer, and Toll & Assistance Answer specify which of the two alternative standards the company used during the year. (See Section 603.12 (d) of 16 NYCRR.)

Line No.	Service Measurement (a)	TOTAL COMPANY SERVICE QUALITY DATA						Number of Surveillance Level Failures (h)
		Average for the Year (b)	Cumulative Annual Total (c)	Measurement Opportunities				
				At Objective Level		At Weakspot Level		
				Number (d)	Percent (e)	Number (f)	Percent (g)	
1	Customer Trouble Report Rate Per 100 Access Lines	.48	5.78					
2	Percent Missed Repair Appointments							
3	Percent Out-of-Service Over 24 Hours							
4	Percent Regular Orders Installed Within 5 Days							
5	Percent Installation Appointments Not Met							
6	Business Office Answer (Standard: _____)							
7	Repair Service Answer (Standard: _____)							
8	Directory Assistance Answer (Standard: _____)							
9	Intercept Answer (Standard: _____)							
10	Toll and Assistance Answer (Standard: _____)							
11	Dial Tone Speed							
12	Blockages and Failures							
13	Orders for Regrades Held Over 30 Days							
14	TOTAL		.48	0		0		0
15	Number of Customer Complaints to the Public Service Commission During the Year -0-							

PrimeLink CTRR Report - Annual		
Month	Plattsburgh	
January	0.91	
February	0.41	
March	0.42	
April	0.43	
May	0.43	
June	0.26	
July	0.36	
August	0.18	
September	0.18	
October	0.4	
November	1.2	
December	0.6	
Total	5.78	
Average Month	0.48	
Cummulative Mth Avg/12	0.48	

Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1101

Company Code (3 Character Code): HAC

Date of Report: 2/10/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1208	11	0.91
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes:
- 1 Service reporting month format is YYMM (e.g., 0011 for November 2000)
 - 2 All CTRR data is to be reported on a monthly basis, and should be filed no later than the 10th day of the calendar month following the close of the service reporting month
 - 3 Add pages as necessary for reporting additional exchanges
 4. Company codes are assigned by the PSC Staff. Please call Ruvain Kudan at 518-474-3138 to obtain a code
 5. A switching entity may serve more than one assigned NPA-NXX For the purpose of reporting monthly CTRR data, only one designated NPA-NXX per switching entity should be used consistently each month

Submitter's Name DAWN BOULERICE

Telephone Number: 518-324-5465

Fax Number: 518-324-2639

E-mail or fax to:

CLECS: Ruvain Kudan

ruvain_kudan@dps.state.ny.us 518-486-5727

ILECS: Robert Laurenzo

robert_laurenzo@dps.state.ny.us 518-474-5616

Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1102

Company Code (3 Character Code): HAC

Date of Report: 3/10/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1210	5	0.41
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes.
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1103

Company Code (3 Character Code): HAC

Date of Report: 4/11/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1194	5	0.42
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes
1. Service reporting month format is YYMM (e.g., 0011 for November 2000)
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1104

Company Code (3 Character Code): HAC

Date of Report: 5/11/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1173	5	0.43
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes:
- 1 Service reporting month format is YYMM (e.g , 0011 for November 2000)
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1105

Company Code (3 Character Code): HAC

Date of Report: 6/11/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1157	8	0.43
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes.
- 1 Service reporting month format is YYMM (e.g., 0011 for November 2000)
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1106

Company Code (3 Character Code): HAC

Date of Report: 7/8/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c*100))
1	PLATTSBURGH	324	1136	3	0.26
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes:
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1001

Company Code (3 Character Code): HAC

Date of Report: 2/10/2010

Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
(a)	(b)	(c)	(d)	(e=d/(c/100))
1 PLATTSBURGH	324	1303	6	0.46
2		1124	4	.36
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

- Notes:
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1001

Company Code (3 Character Code): HAC

Date of Report: 2/10/2010

8/10/14

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL) (e=d/(c/100))
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1303	6	0.46
2			1117	2	.18
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

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**Customer Trouble Report Rate (CTRR) Performance
Monthly Report Form**

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1001

Company Code (3 Character Code): HAC

Date of Report: 2/10/2010

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1303	6	0.46
2			1122	2	118
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1110

Company Code (3 Character Code): HAC

Date of Report: 10/31/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1094	4	0.4
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes:
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Submitter's Name: Ron Garrow
Telephone Number: 518-324-4105
Fax Number: 518-324-5143

E-mail or fax to:
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ruvain_kudan@dps.state.ny.us 518-486-5727
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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC Service Reporting Month (YYMM): 1111

Company Code (3 Character Code): HAC Date of Report: 11/30/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1094	13	1.2
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

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Customer Trouble Report Rate (CTRR) Performance Monthly Report Form

For All Local Exchange Companies That Serve Less Than or Equal to 500,000 Access Lines

Company Name: PRIMELINK, INC

Service Reporting Month (YYMM): 1112

Company Code (3 Character Code): HAC

Date of Report: 12/31/2011

	Exchange Name	Reporting NPA-NXX	Number of Access Lines	Number of Trouble Reports	CTRR (RPHL)
	(a)	(b)	(c)	(d)	(e=d/(c/100))
1	PLATTSBURGH	324	1104	7	0.6
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

- Notes:
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